



**November 2006
FLSA: EXEMPT**

FLEET SERVICES SUPERINTENDENT

DEFINITION

Under general direction, plans, schedules, assigns and reviews the work of fleet services staff within the Public Works Department; coordinates, monitors, and provides technical input for assigned fleet, vehicle, and equipment maintenance and repair projects and other special programs; manages the effective use of the appropriate City's fleet maintenance resources to improve organizational productivity and customer service; provides complex and responsible support to the Deputy Public Works Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned supervisory or management personnel. Exercises direct supervision over assigned staff. Coordinates and monitors the work of outside contractors, vendors, and consultants as assigned.

CLASS CHARACTERISTICS

This is a first-level mid-management class in the fleet services division. Responsibilities include planning, organizing, supervising, reviewing and evaluating the work of fleet maintenance staff either directly or through lead workers, as well as significant administrative, planning and budgetary activities. Incumbents may assist in performing the full range of fleet maintenance duties on an as-needed basis. Performance of the work requires the use of considerable independence, initiative and discretion within established guidelines. This class is distinguished from the Deputy Public Works Director in that the latter has management responsibility for several maintenance and operations divisions in the Public Works Department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Manages and participates in the development and implementation of goals, objectives, policies and priorities for the fleet services division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of the assigned program; continuously monitors and evaluates service delivery methods and procedures; assesses and monitors workload and administrative systems; identifies opportunities for improvement and recommends to the Deputy Public Works Director.
- Coordinates the work plan for the assigned division; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

- Participates in the selection, trains, motivates, and evaluates assigned personnel; plans, organizes, assigns, supervises and reviews the work of assigned staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Participates in the development and administration of the division budget; oversees the budget for the division; determines and recommends equipment, materials, and staffing needs for assigned maintenance projects; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in informal bid processes for repair and construction projects as necessary.
- Coordinates with contractors in providing contract fleet maintenance services.
- Performs the most complex fleet maintenance duties and provides technical assistance to crews, as needed.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Maintains logs and records of work performed; prepares periodic reports.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures.
- Principles and practices of fleet maintenance program development and administration.
- Principles, practices, equipment, tools and materials of fleet maintenance and repair.
- Applicable Federal, State and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Principles of contract administration for fleet maintenance and repair projects.
- Basic principles and practices of budget and Capital Improvement Program development, administration and accountability.
- Safety principles, practices, and procedures of fleet maintenance, including equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles and power equipment.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, schedule, assign, review and evaluate the work of staff.

- Train staff in work procedures.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Organize, implement and direct fleet maintenance operations and activities.
- Analyze, interpret, apply and enforce Federal, State and local policies, procedures, laws and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex maintenance duties and operate related equipment safely and effectively.
- Develop contract specifications for fleet maintenance contracts; administer such contracts.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Prepare clear and concise reports, correspondence, procedures and other written materials.
- Maintain accurate records and files of work performed.
- Develop and recommend systems and procedures related to assigned operations.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to Associate's degree in the mechanical trade or related field, and five (5) years of increasingly responsible experience as a journeyman mechanic, including two (2) years lead or supervisory experience.

License:

- Valid California class C driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in a standard shop setting and use and operate a variety of tools, power tools, equipment and machinery; to operate a motor vehicle and drive on surface streets; to identify mechanical issues, to identify and locate parts and repair tools/equipment, to inspect, analyze and diagnose problems with automobiles, trucks, and a variety of gasoline and diesel powered maintenance and construction equipment; strength, stamina and mobility to perform medium to heavy physical work; vision to read printed materials and a computer screen; color vision to read various dials, gauges and identify color-coded cables and wires; and hearing and speech to communicate in person and over the telephone. The job involves walking and working on slippery or uneven surfaces. Positions in this classification bend,

stoop, kneel, reach and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Employees primarily work in the centralized maintenance shop and are exposed to loud noise levels, vibration, confining workspace, chemicals, dust, paint fumes, mechanical and/or electrical hazards, grease, oils, solvents, machinery with extremely hot surfaces and/or moving parts, and moving objects or other vehicles. Employees may interact with upset staff when trying to diagnose and/or resolve an equipment related problem.